

**CLASSIFICATION:** LOTTERY GAMES SUPERVISOR

**Class Code:** 5894-21

**Date Established:** 05-17-95

**Occupational Code:** 7-3-7

**Date of Last Revision:** 09-04-15

**Exempt Status:** Non-Exempt

**BASIC PURPOSE:** To supervise staff and coordinate operations in the on-line game computer section overseeing subscription sales, lottery retailer licensing, lottery collections, and instant ticket inventory controls.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Supervises and coordinates on-line operations including subscriptions, staff assignments, input and output controls, and instant ticket controls.
- Detects, reconciles, resolves, and reports on-line system errors to vendors and management for maintenance of accurate records.
- Conducts employee performance evaluations of assigned staff and identifies staff development and training needs.
- Analyzes subscription sales information trends, forecasts future trends, and implements strategies for the development of new lottery products.
- Corresponds with retailers, vendors and public to resolve complaints and answer questions.
- Oversees the execution of retailers' financial accountability for lottery products, minimizing financial loss to the state.
- Coordinates the licensing of new or existing retailers with individuals, businesses, corporations and other state agencies.
- Reviews, analyzes and develops program policies and operating procedures and makes recommendations for changes.
- Fills in for Online Games Manager concerning policy and procedure inquiries as needed.

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**DISTINGUISHING FACTORS:**

**Skill:** Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

**Knowledge:** Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

**Impact:** Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

**Supervision:** Requires direct supervision of programs or of employees doing work which differs from the supervisor, including disciplining employees, solving personnel problems, recommending hiring and terminating employees, and developing work methods. The supervisor in this position manages a working unit or section with responsibility for employee performance appraisal.

**Working Conditions:** Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

**Physical Demands:** Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

**Communication:** Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

**Complexity:** Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

**Independent Action:** Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a recognized college or university with a major study in accounting, computer programming, business administration or public administration. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience in office management or staff work including experience in personnel management, budgeting, promotion, advertising or related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** None required.

**RECOMMENDED WORK TRAITS:** Knowledge of the principles and practices of public administration. Knowledge of modern office management methods. Knowledge of the principles and practices of governmental accounting, statistics and personnel administration. Ability to plan, organize and supervise the work of others. Ability to gather, correlate and analyze facts and devise solutions to administrative problems. Ability to develop and implement administrative policies and procedures. Ability to exercise judgment and discretion in applying agency policies and procedures. Ability to express ideas clearly and concisely. Ability to establish and maintain effective working relationships with other administrative officials and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** This class specification is descriptive of general duties and is not intended to list every specific function of this class title.